- Replacement Sheet-

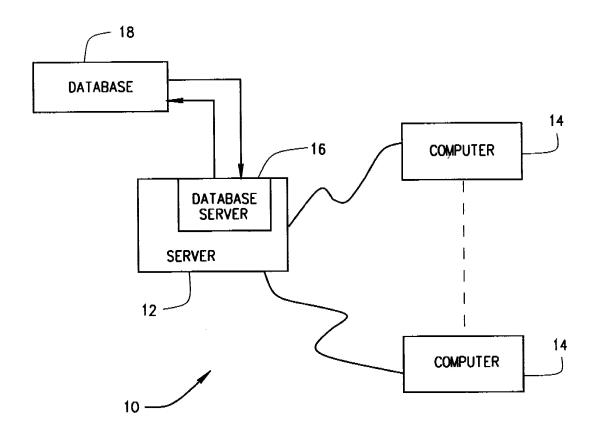
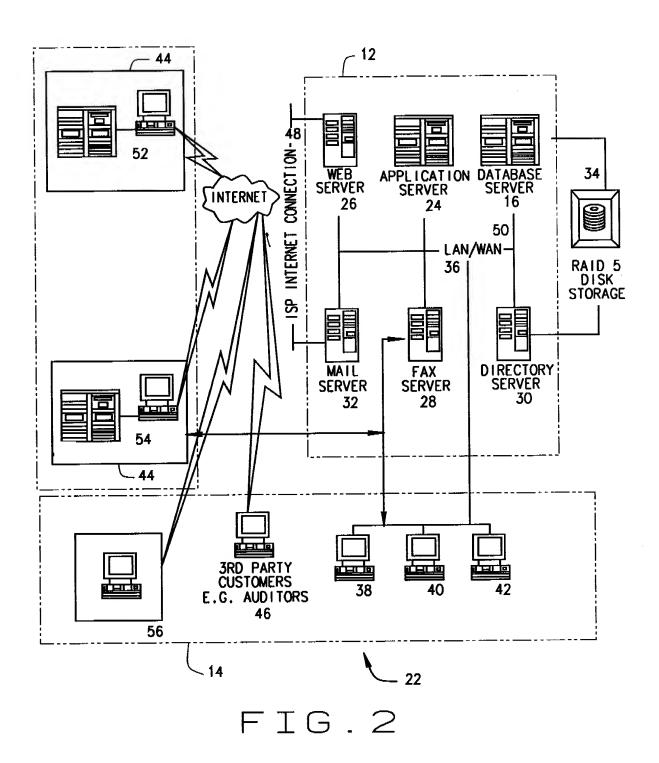


FIG.1

- Replacement Sheet-

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- Replacement Sheet-

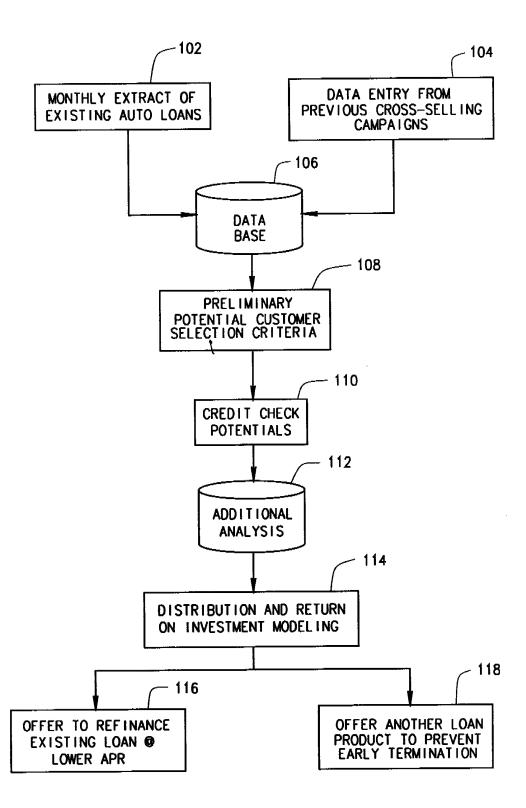
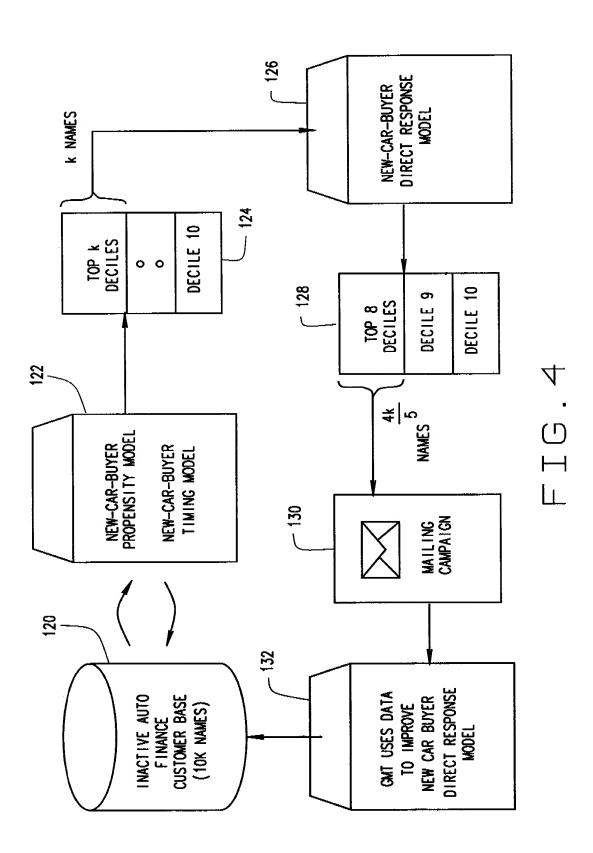


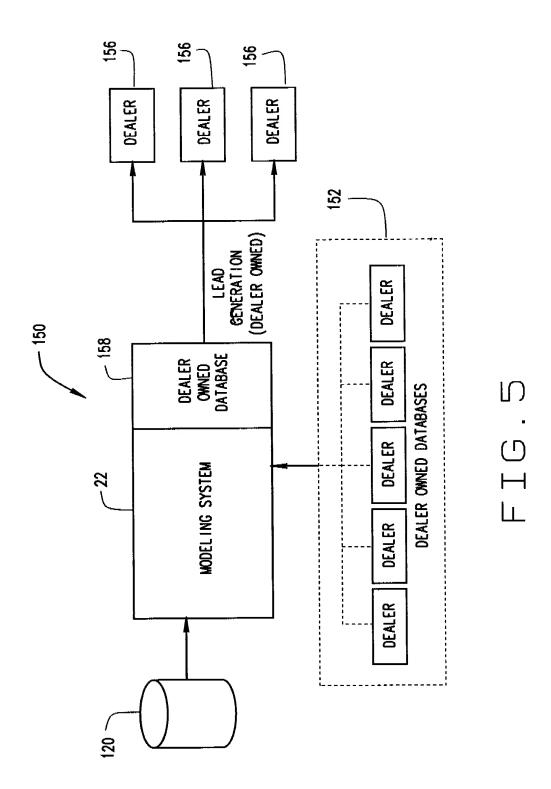
FIG.3

- Replacement Sheet-

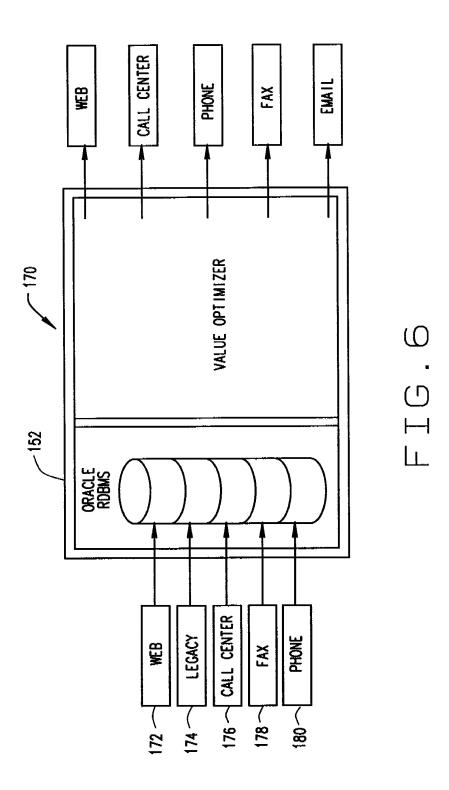
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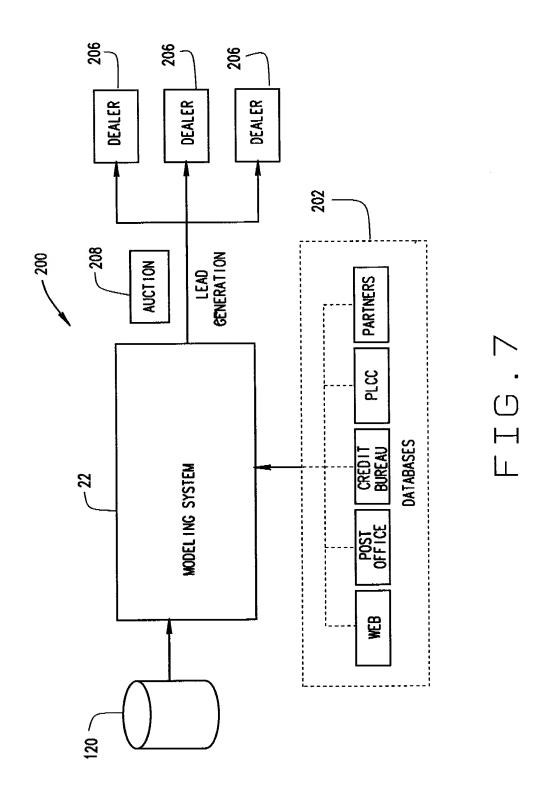


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- Replacement Sheet-

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- Replacement Sheet-

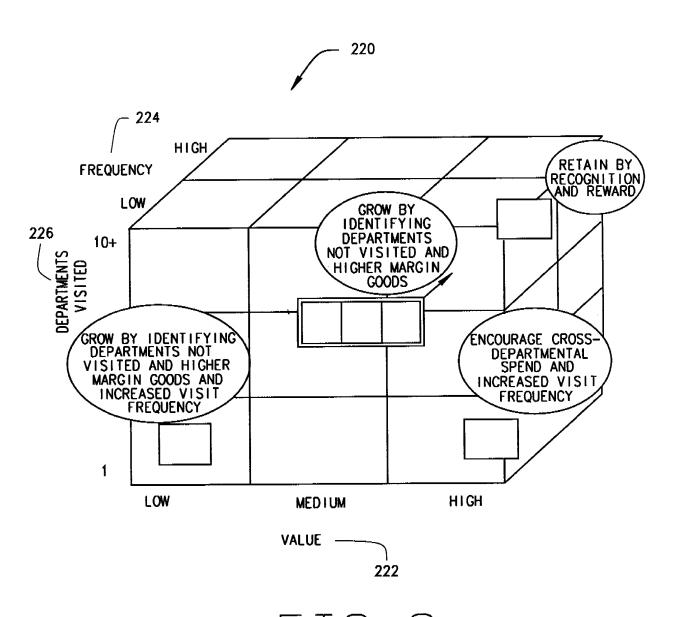
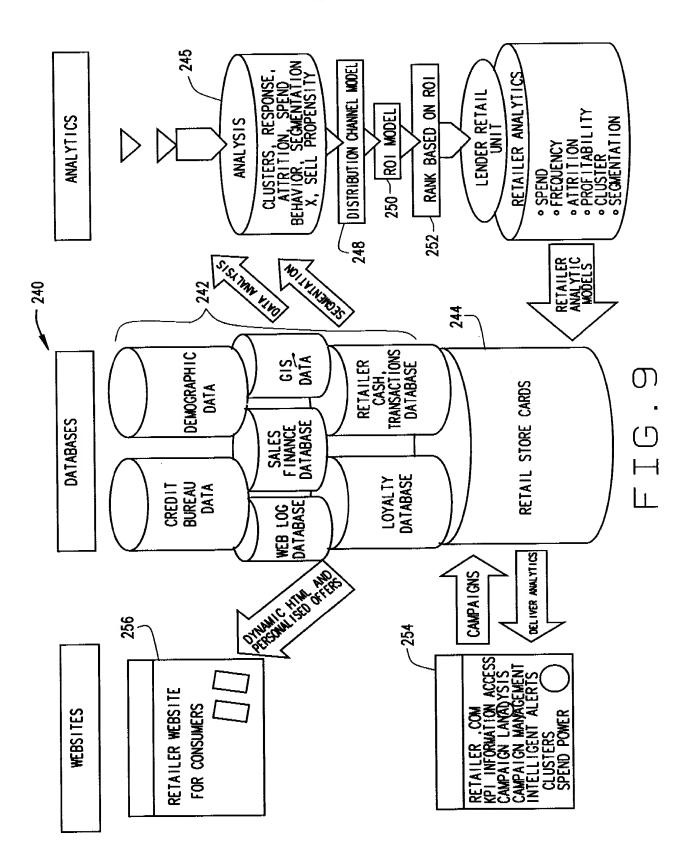


FIG.8

- Replacement Sheet-

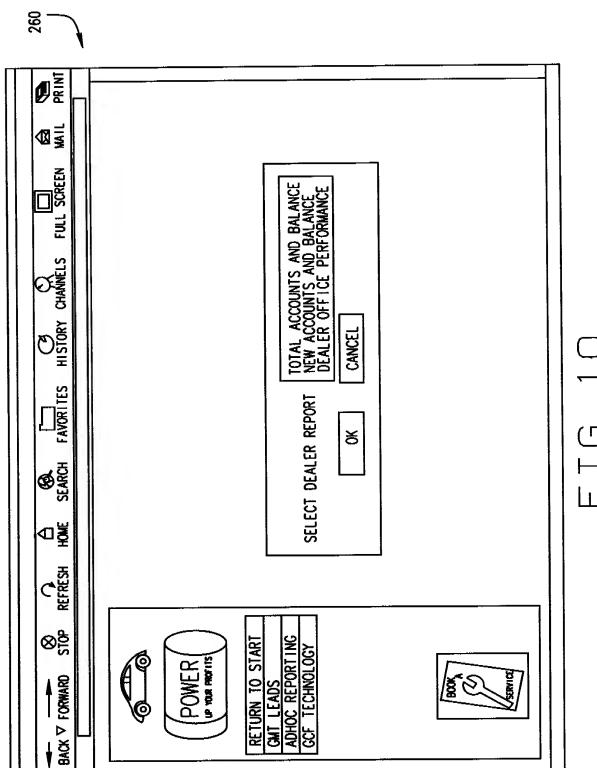
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- Replacement Sheet-

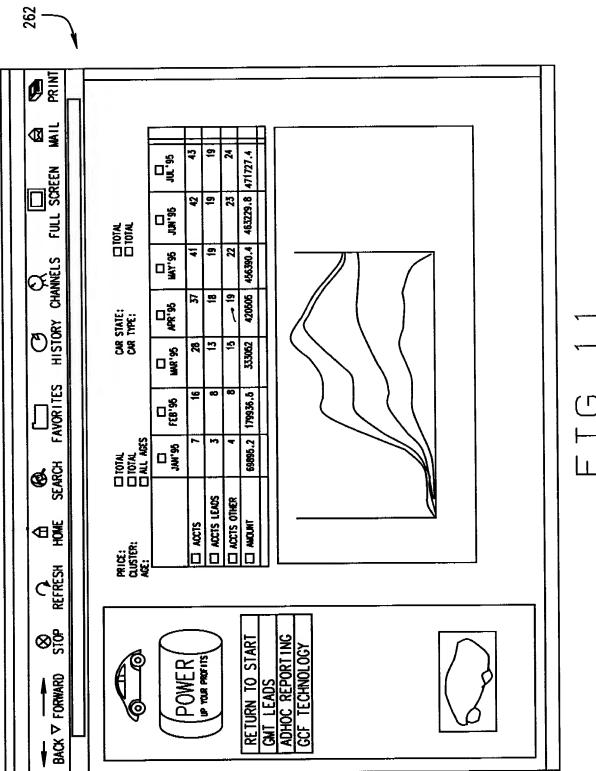
Title: METHODS AND SYSTEMS FOR CUSTOMER RELATIONSHIP MANAGEMENT Inventors: Oumar Nabe et al. Application No.: 09/828,414 Attorney Docket No.: 17207-00009

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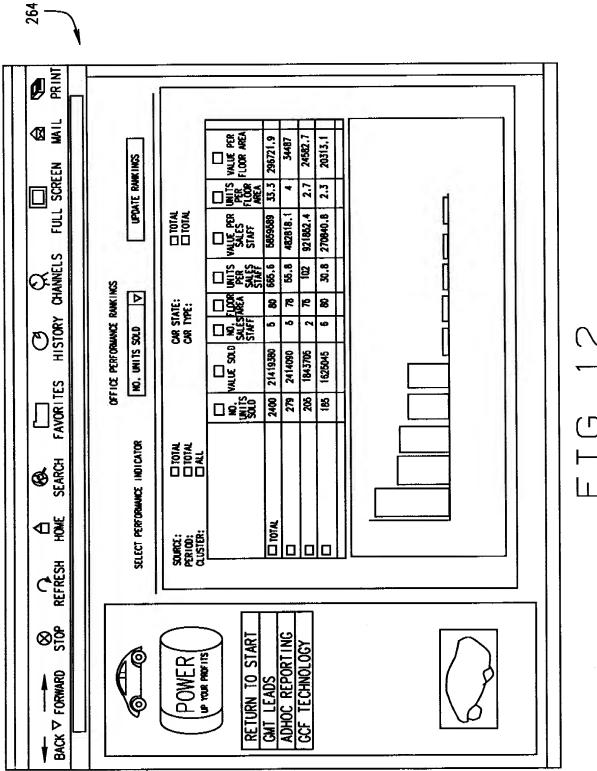
- Replacement Sheet-

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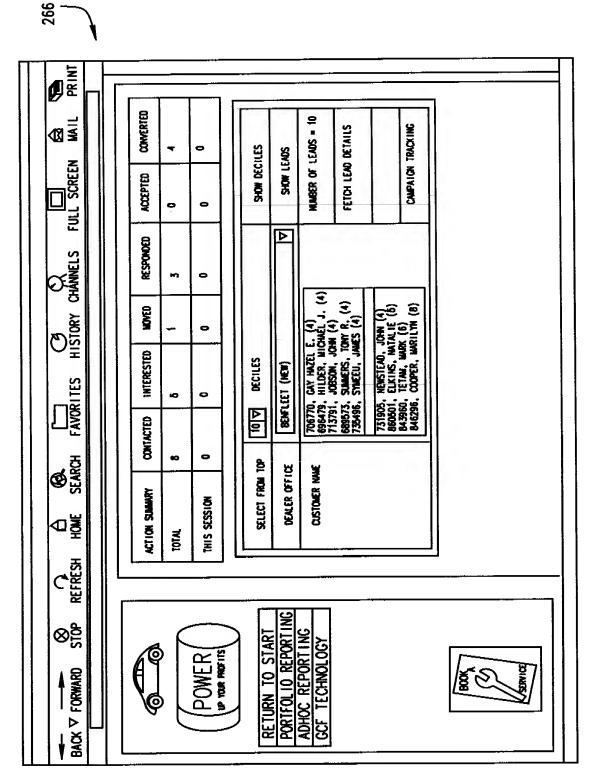
- Replacement Sheet-

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- Replacement Sheet-

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FTG. 13

- Replacement Sheet-

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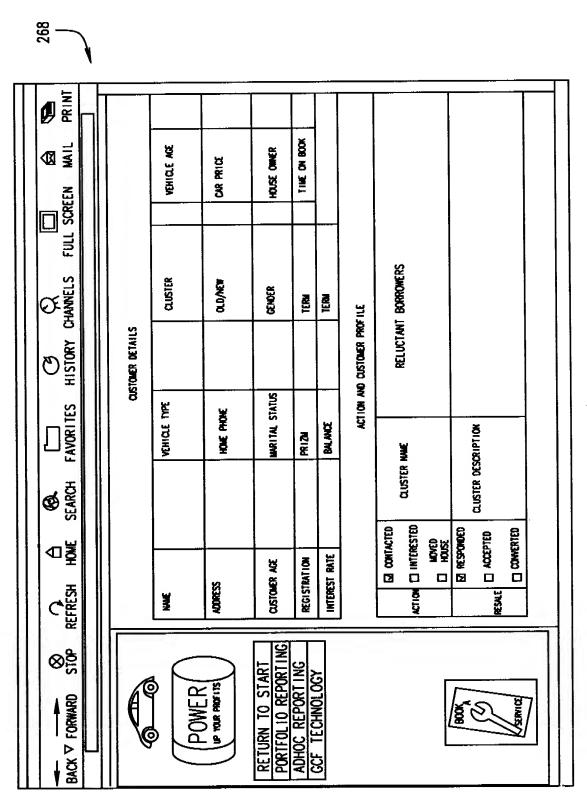
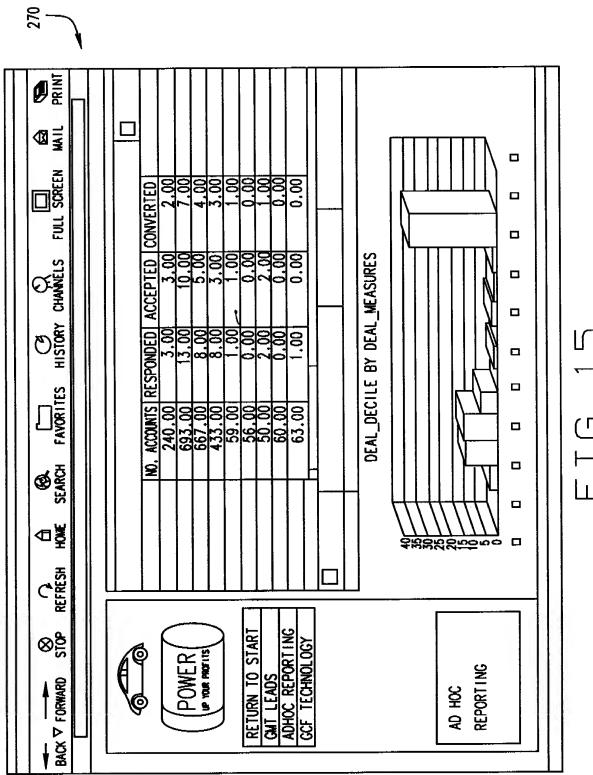


FIG. 14

- Replacement Sheet-

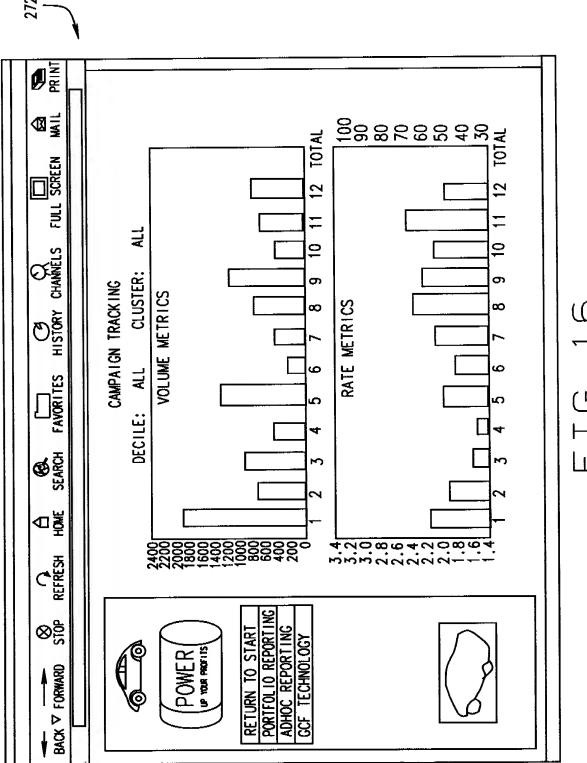
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 $\Box$ 

- Replacement Sheet-

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Attorney: Daniel M. Fitzgerald; Phone (314) 621-5070

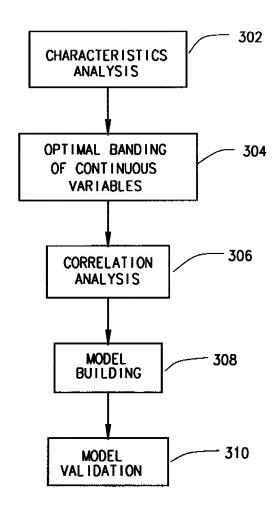


FIG. 17